

In Place of FORM PTO-1449 (Modified)

Serial No. _____

Applicant: Brown et al.

Filing Date: _____

Group: _____

Atty. Docket No. AUS920010948US1

**LIST OF PATENTS AND PUBLICATIONS FOR
APPLICANT'S INFORMATION DISCLOSURE
STATEMENT**



Reference Designation			<u>U. S. PATENT DOCUMENTS</u>			
Examiner Initial	Document Number	Date	Name	Class	Sub- class	Filing Date if Appropriate
<u>QN</u> AA	US 4,953,204	08/28/90	Multilocation Queuing for Telephone Calls	379	266.05	10/17/89
<u>QN</u> AB	US 5,311,574	05/10/94	Automatic Customer Call Back for Automatic Call Distribution Systems	379	266 209.01	10/23/91
<u>QN</u> AC	US 5,444,774	08/22/95	Interactive Queuing System for Call Centers	379	266.01	01/03/95
<u>QN</u> AD	US 5,572,587	11/05/96	Telephone System and Method for Easing Wait Time in Queue	379	266 393	03/08/95
<u>QN</u> AE	US 5,864,617	01/26/99	Call Queuing and Distribution	379	266.07	08/13/96
<u>QN</u> AF	US 5,867,572	02/02/99	Customer Queuing Arrangement	379	266.06	02/20/96
<u>QN</u> AG	US 5,903,642	05/11/99	Method for Eliminating Telephone Hold Time	379	309-	09/24/97
<u>QN</u> AH	US 5,905,793	05/18/99	Waiting-Call Selection Based on Anticipated Wait Times	379	266.06	03/07/97
<u>QN</u> AI	US 5,978,467	11/02/99	Method and Apparatus for Enabling Interaction Between Callers with Calls Positioned in a Queue	379	266.01	04/11/97
<u>QN</u> AJ	US 6,049,603	04/11/00	Method for Eliminating Telephone Hold Time	379	309	02/02/99
<u>QN</u> AK	US 6,236,722 B1	05/22/01	Method and System for Using TCAP Signaling for Improved Call Setup From a Virtual Switching Point	379	230	05/01/98
<u>QN</u> AL	US 6,263,066 B1	07/17/01	Multimedia Managing and Prioritized Queuing System Integrated with Intelligent Routing Capability	379	266.06	06/11/98

FOREIGN PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Country	Class	Sub- class	Filing Date if Appropriate
<u>QN</u> BA	JP2000278413A	10/06/00	Japan	H04M3	48	
<u>QN</u> BB	JP3140089A	04/24/91	Japan	H04M3	50	

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

Examiner

Initial

<u>QN</u>	CA	YOR920010179		
<u>QN</u>	CB	4/13 INSPEC - (C) INSPEC AN: 5375878	✓	
<u>QN</u>	CC	6/13 INSPEC - (C) INSPEC AN: 5048708	✓	
<u>QN</u>	CD	U.S. Patent Application No. _____	/	(Attorney Docket No. AUS 920010944US1)
<u>QN</u>	CE	U.S. Patent Application No. _____	/	(Attorney Docket No. AUS 920010945US1)
<u>QN</u>	CF	U.S. Patent Application No. _____	/	(Attorney Docket No. AUS 920010946US1)
<u>QN</u>	CG	U.S. Patent Application No. _____	/	(Attorney Docket No. AUS 920010947US1)

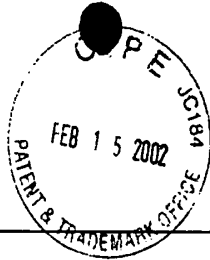
Examiner:

Ruyth Nguyen

Date Considered:

5/12/04

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.



In Place of FORM PTO-1449 (Modified)

Serial No. 10/005,828

LIST OF PATENTS AND PUBLICATIONS FOR
APPLICANT'S INFORMATION DISCLOSURE
STATEMENT

Applicant: Michael W. Brown, et al.

Filing Date: 12/3/2001

Group: 2643

Atty. Docket No. AUS920010948S1

Reference Designation

U. S. PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Name	Class	Subclass	Filing Date if Appropriate
Q/N	AA 5,875,231	2/23/1999	Farfan et al.	379	67.1	
	AB					

FOREIGN PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Country	Class	Subclass	Translation Yes No

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

Examiner
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AS
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Examiner:

Duyph Nguyen

Date Considered:

5/12/04

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.